

## Lifelong Learning Institute's Calendar Available

You can find the Eye on Learning newsletter on DWITE, IDWD's intranet website. The schedule of upcoming classes will be published each month during 2006. If you do not have access to DWITE, this information can be found by accessing the IDWD website at:

<http://www.in.gov/dwd/partners/lli.html>

When additional training opportunities are scheduled throughout the year, staff will be notified via email and given the class and registration information.

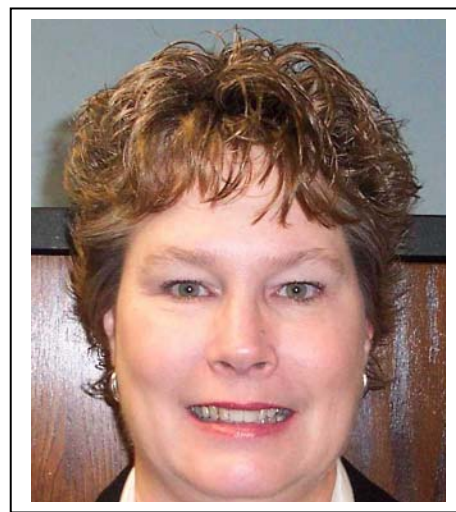
### Schedule of Upcoming Classes

Training is being arranged on a call-to-schedule basis. Please direct all requests for training to Bob Hays, Manager of the Lifelong Learning Institute. Bob will work to meet training requests in a timely manner. Direct your training requests by e-mailing Bob at:

[rhays@dwd.in.gov](mailto:rhays@dwd.in.gov)

## Eye on LLI Staff

Peggy Wessol



**Peggy Wessol** has been a Training Coordinator for Indiana Workforce Development's Lifelong Learning Institute since 2003. During this time, Peggy has developed and delivered training on *Exploring Labor Market Information*, *LMI Online*, *LMI for Business Customers*, and *Workshop Presentation Skills*. She was also involved in the planning and delivery of the *Business Solutions Institute*, an intensive week-long training session designed to improve service to Workforce Development business customers. Peggy has delivered a variety of courses, including *Microsoft Word*, *Excel*, *Access*, *PowerPoint*, and *Outlook*, *Delivering Exceptional Customer Service*, *FISH!*, and *Discovering O\*Net*.

Prior to joining the LLI, Peggy worked as a DWD Labor Market Analyst in west central Indiana for fourteen years. As an analyst she compiled labor market information data and statistics, and created reports for DWD and

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**NOTE** To DWD staff who have not yet attended Workplace Harassment Prevention training:

If you are located in or around Region 1 please note the sessions scheduled in October and November and register with Carol Radke for a session at a location that is convenient for you.

Carol's e-mail address is:

[cradke@dwd.in.gov](mailto:cradke@dwd.in.gov)

### October 2006 Classes

4-5	MS Excel 1	South Bend
5-6	MS Word Intermediate	Evansville
17	Workplace Harassment Prevention (2 sessions)	LaPorte
18	Workplace Harassment Prevention (2 sessions)	Gary
25	Hoosiers by the Numbers for Educators	OTB
25-26	MS Excel III	Fort Wayne
26	Exploring LMI	Evansville

### November 2006 Classes

1	Workplace Harassment Prevention (2 sessions)	Hammond
2	E-Recruit for Customers	Evansville
17	Hoosiers by the Numbers for Educators	OTB
29	Hoosiers by the Numbers for Educators	OTB
29-30	MS Word III	Fort Wayne

Partner management. Peggy has also delivered LMI products and workshops to DWD customers, WIA clients, educators and students, businesses, WIA partners, economic development groups, and DWD staff. Peggy also has experience working with the unemployment insurance program as a claims adjudicator.

Peggy received her B.A. degree from Indiana State University and her M.A. degree from Ball State University. She has also attended, and received Continuing Education Units, classes delivered by East Carolina University and the Indiana University School of Continuing Studies.

She has attended additional training sessions delivered by Ivy Tech Community College and ALMIS (America's Labor Market Information System).

Peggy is a member of the State Training and Development Alliance, the Wabash Valley Human Resource Association, and the Wabash Valley Optimist Club. She has been a presenter for several conferences, including the Indiana South District of Optimists International Annual Conference and the Governors Conference on Service and Volunteerism. She is a past member of the Vigo County School Corporation Vocational Advisory Board, the Indiana Rehabilitation Services Advisory Board in western Indiana for new client businesses, the Terre Haute Chamber of Commerce Ambassadors, and has served as a volunteer for Junior Achievement for several years.

# The High Price of Rudeness

By: [Ernie Reno - President, Avatar Communications Group, Ltd.](#)

**“The hardest job kids face today is learning good manners without seeing any.”**

Legendary dancer Fred Astaire left us nearly 20 years ago, but his words are as true and relevant as ever. I’ve come to expect rudeness and a lack of courtesy (there’s nothing common about it anymore) from strangers; but the prevalence of incivility in my business life has risen to nothing short of infuriating.

Case in point. Several weeks ago I was invited by a local group to interview for a project. I accepted the invitation and spent three hours one morning in travel and meeting time. I prepared materials for the group and willingly shared ideas and suggestions with them.

A few days ago I learned that our company did not win the account. This news did not come through a phone call or letter as courtesy would dictate. No, I instead learned about it from my mother, of all people, who read in a newspaper that another firm had been chosen. I have to admit, I wasn’t surprised. This type of conduct has become standard operating procedure. Just ask the thousands of poor job applicants who wait in vain for even a cursory declination letter.

Don’t get me wrong. I’m a big boy. I own a public relations agency. Accepting rejection is a skill I’ve been honing since junior high. But don’t demand respect or help in the future when you cannot muster even the decency or courage to tell me about your decision before you send out a news release, for crying out loud. It’s a good thing this organization is seeking public relations assistance. They need it. I wish my competition well.

There’s another old banal aphorism which says that, “What goes around comes around.” I’ve learned many times during my almost 25 years in business the truth of this cliché.

The most recent example came from an acquaintance that had been fired and called me seeking job assistance. The irony is that a few years ago, this same person had interviewed our firm for an assignment. She treated us as if we were beggars invited to the king’s table. Meetings were canceled without reason at the last minute. We were strung along for months.

After wasting many hours of valuable time in trying to win the account, we later found out that she decided to hire another firm because it was based in the same county as her company. There had never been any genuine intention to hire us. We had only been used to siphon ideas and drive down the price of competing agencies. Of course, she didn’t have the professionalism to call us either. A persistent associate finally got the news after several phone calls. And now, she has the gall to ask us to help her find a job. Perhaps she needs a memory transplant as well.

Those instances sting a little more than others because these folks treated my time as if it had no value and my employees and I with arrogant disrespect. If I chose to lose my composure every time someone failed to extend a thank you or a note of appreciation, I would be writing this column from the confines of a cell with gentlemen whose lack of politeness might be called one of their better qualities.

I am not unaware of the “plank” in my own eye. In the frenetic pace of my daily routine, I often fail to return unsolicited sales calls, especially for things I have never used and will never need. But there is a clear line of distinction between this practice and failing to express appreciation to those you have asked to share their time and resources. Be professional. A four-line, handwritten rejection letter should not be too much to ask.

As a public relations counselor, my broader point is this. If you want to distinguish yourself and your business, just be polite. In today’s self-centered world you will be a welcome and memorable exception.

To those who maintain that rudeness is “just part of business,” I challenge you to ask yourself and honestly answer this question: “How likely am I to do business with or help someone who has treated me like a cat’s litter box?” And to those in my life who still say thank you when I hold open a door... “You’re very welcome.”

## Lifelong Learning Institute

**Robyn Whalen**

Director, Human Resources

**Bob Hays**, Manager

Connie Stanfield, Agency Training Contact Person

Carol Radke, Trainer

John Mahoney, Trainer



### **Training and Technical Support Coordinator Unit:**

Roger Hahn, Bloomington

Chip Martin, Richmond

Greg Richmond, Indianapolis

Jim Rinehart, Fort Wayne

Kathy Sebelksi, South Bend

Melanie Sorrell, Anderson

Sharon Weiler, LaPorte

Peggy Wessol, Terre Haute



Indiana Workforce Development  
Lifelong Learning Institute  
309 W. Washington St., Fifth Floor  
Indianapolis, IN 46204